

SC DMH Client Advocacy Report February 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	14
Harris	8	17
Morris Village	7	12
Hall	2	2
Tucker	1	1
BPH-Forensics	19	39
Mental Health Centers	35	67
Total	80	152

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	154	340
Information, Referral & Other Assistance¹	18	31

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	15	1	5	8	21
2) Admission & Discharge	15	11	5	21	31
3) Information & Advocacy	2	6	1	6	9
4) Physical Environment	4	3		1	7
5) Inpatient Rights	19	18		18	37
6) Personal Property & Money	7	10	4	12	21
7) Confidentiality & Consent		2	7	6	9
8) Treatment	14	2	51	36	67
9) Other Rights Issues	1	3	10	7	14
Total⁵	77	56	83	115	216
Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

1) Abuse & Neglect					
a. Physical Abuse & Excessive Force					
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1				1
d. Verbal Abuse or Violations of Dignity	10	1	5	7	16
e. Neglect	4			1	4
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	5	2		3	7
b. Community Placement (where)	9	3	2	9	14
c. Periodic Court Review		1			1
d. Questions, Education & Other	1	5	3	9	9
3) Information & Advocacy					
a. Access to Advocacy	2	2		3	4
b. Access to Legal Resources		3	1	2	4
c. Questions, Education & Other		1		1	1
4) Physical Environment					
a. Food Quality & Quantity	3	1			4
b. Linens, Clothes & Toiletries	1	1		1	2
c. Disrepair of Physical Plant		1			1
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	2			2	2
b. Safety	2			1	2
c. Freedom, Privileges & Fairness	5	4		2	9
d. Communication	4	10		7	14
e. Health Care	6	4		6	10
6) Personal Property & Money					
a. Property	3	4		4	7
b. Money, Entitlements, Rep. Payee	4	5	1	6	10
c. Billing Issues			3	1	3
d. Other Non-DMH Issues		1		1	1
7) Confidentiality & Consent					
a. Access to Records & Information		2	5	6	7
b. Breach of Confidentiality			2		2
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	2		16	10	18
b. Accessibility to Staff & Treatment	3	1	15	13	19
c. Individualized, Client-Driven	9	1	19	13	29
d. Right to Refuse Treatment			1		1
9) Other Rights Issues					
a. Work, Compensation & Education		1		1	1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	1		3	3	4
f. Legal assistance for Non-DMH issues		2	7	3	9